

NAF PERSONNEL OFFICE (LC)
MWR & VQ little creek
VACANCY ANNOUNCEMENT
"IN HOUSE ONLY"

10/24/03

Does not confer to Civil Service Status

POSITION: **Desk Clerk**
 Grade: NF-0303-02
 Salary: \$7.00-\$8.00
LOCATION: Visitors Quarters/NAB Little Creek
 Norfolk, VA 23521

ANNOUNCEMENT # LC-82-03

CLOSING DATE: October 30, 2003

AREA OF CONSIDERATION: **Current VQ employees only**

NOTE: No relocation costs will be paid

(2) Position (s), Regular Full-time

Direct Deposit of salary is a condition of employment

DUTIES: Receives reservation requests and provides information regarding room assignments and/or reservation policies and service charges. Operates the PMS computer for reservations, cash collections, check in/out residents, occupancy, and room allotments. Checks authorized patrons into the CBH, obtaining a copy of each guest's orders, verifying length of stay and other pertinent information. Receives and is accountable for up to \$500.00 revolving change fund. Ensures all required information is placed on checks and verifies checks against regional bad check list. Prepares Daily Activity Record (DAR)s at the end of each shift and turns in all cash, receipts and documents. Provided quality customer service, explains rules/regulations, receives complaints and resolves when possible. Performs other related duties as assigned.

QUALIFICATIONS: Must possess ability of basic computer keying, and be able to enter data with accuracy. Must master all regulations relating to various charges to guests based on status of assignment, type of orders, length of stay and other categories, and be fully competent on all required computer programs within 60 days of hire. Must possess fluent command of the English language, and be able to communicate clearly in person, in writing, and by telephone. Must be able to use simple office equipment such as a calculator, typewriter, fax machine, switchboard and copier. Basic knowledge of word processing preferred. Must possess strong customer service skills and have the ability to deal with irate guests with tact.

SPECIAL REQUIREMENTS: This position is designated ALPHA personnel for inclement weather and may be required to report for work when other employees are excused, or may be required to work overtime with compensation to cover mission needs. As a position of trust, employment is conditional on the successful completion of a National Agency Check or equivalent background check(s) upon selection and periodically thereafter. This position is subject to an irregular tour of duty, to include nights, weekends and holidays.

-FILING INSTRUCTIONS: Applicants must submit a completed application and preference documents to: NAF Personnel Office, NAB Little Creek, 1432 Hewitt Drive, Norfolk VA 23521.

-NOTE: Applications are available in the NAF Personnel Office. "Unless otherwise specified, all applicants must be 16 and over."

-EMPLOYMENT PREFERENCES: To claim a preference, you must submit documents as follows. Explanation and Application for preference are available at NAF Personnel Office. No preference is given unless requested and documented. ACCEPTANCE OR DECLINATION OF A POSITION ENDS ABILITY TO CLAIM PREFERENCE FOR SPOUSE OR IVS APPLICANT.

-MILITARY SPOUSE: Must attach a copy of military member's PCS orders and write SPOUSAL PREFERENCE on the front of the employment application.

- VETERAN: Attach copy of DD214

-INVOLUNTARILY SEPARATED MILITARY MEMBERS & DEPENDENTS: Must attach IVS Hiring Preference information form and one of the following: DD214 or copy of DD1173. ALL IVS PREFERENCE ARE APPROVED ONLY IF DISCHARGE/RE-ENTRY CODE MATCHES ELIGIBILITY LIST.

-ALL prior military discharged within the past 10 years must attach a copy of their DD214 showing the reason for discharge and re-entry code.

-Active Duty Military: Military regulations require that you obtain a special request authorization (NAVPERS 1336/3) prior to being accepted for outside employment. To be considered for NAF employment, you must attach a completed authorization form to all applications, and include your command POC name and phone number.

"The Department of the Navy is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factors."

Web Site: www.nsa-norva.navy.mil

JOBS Line: 440-JOBS (5627)